



Q: Which Bluetooth version do the Nokia E3102 Plus earphones feature?

A: The Nokia E3102 Plus earphones feature Bluetooth 5.3 technology.

Q: What is the battery life of the Nokia E3102 Plus earphones?

A: The Nokia E3102 Plus earphones deliver up to 5 hours* of play time. With the charging case, the earphones can be charged on-the-go for up to 20 hours* of total play time.

*Total listening time includes the use of the charging case and may vary depending on volume, the type of mobile device and other factors.

Q: How do I charge the Nokia E3102 Plus earphones and charging case?

A: Simply place the earphones into the charging case and the earphones will automatically start charging. The case itself charges by using a USB-C cable.

Q: Can I use the Nokia E3102 Plus earphones individually?

A: Yes, you can use either side of the earphones as a stand-alone unit for phone calls, voice assistant access and listening to music/ other audio content. However, it is recommended to use both earphones together for stereo sound quality.

Q: How do I activate the voice assistant?

A: You can activate voice assistants such as Google Assistant or Siri by tapping on either earphone 3 times. The selection of voice assistants depends on the OS (Operating System) of your device.

Q: Are the Nokia E3102 Plus earphones waterproof?

A: No, the Nokia E3102 Plus earphones have been tested to meet IP44* standards, meaning that they are splash resistant and can be used in the rain. They are not meant to be submerged underwater, worn in the shower or rinsed under running water. In case the earphones get submerged in water, they should quickly be dried with a cloth before docking them back into the charging case.

* The earphones were tested under controlled laboratory conditions. The earphones are splash resistant for non-water sports and exercise. Splash resistance might decrease as a result of normal use. Wet earbuds do not charge. The charging case is not splash resistant.

Q: Can I connect to more than one Bluetooth device simultaneously?

A: No, the Nokia E3102 Plus earphones can only connect to one device at a time. However, you can pair the earphones with up to 9 different Bluetooth devices. The Nokia E3102 Plus stores and remembers these pairings. To switch from one Bluetooth device to another, disconnect the Bluetooth connection from the existing device by switching Bluetooth off. Then connect to your next Bluetooth device by selecting the Nokia E3102 Plus entry in the Bluetooth menu ('Nokia E3102 Plus').



Q: Are the batteries replaceable?

A: No, the batteries of the Nokia E3102 Plus earphones are not replaceable.

Q: Where can I find additional Nokia E3102 Plus product information?

A: Please visit <https://www.nokia.com/support/licensed-products/headphones-speakers/>

Q: What should I do after unboxing my new Nokia E3102 Plus earphones?

A: Charge the earphones by placing them into the charging case and connect the USB-C cable to a charger. After charging, place the earphones in your ears, twisting them slightly into your ear for a secure fit. Pair the earphones with your Bluetooth device. The Bluetooth pairing mode is activated automatically after you first activate the earphones. A two-tone sound will inform you after pairing was successfully completed. For further information and support, consult the supplied user guide or visit www.nokia.com/support/

Q: What settings are recommended to get the 5 hours of battery life from the earbuds?

A: The specified battery time of 5 hours for the earbuds themselves, has been confirmed after testing, for listening to music under the following conditions:

- The Nokia E3102 Plus earphones are charged for at least 2 hours to a full charge
- The Bluetooth device stays within a 1 meter range
- Volume level set to a maximum of / below 70% The battery time may differ under different operating conditions.

Q: How do I turn off the Nokia E3102 Plus earphones?

A: You can place the earphones in the charging case and close the lid to turn them off. Or you can enter your Bluetooth device settings and disconnect the earphones. After that, they will switch off automatically after 3 minutes.

*The Nokia E3102 Plus earphones can be turned off by using the touchpads when the music is paused.

Q: Do the Nokia E3102 Plus earphones switch off automatically when they are not in use?

A: Yes, when the earphones are disconnected from a Bluetooth source and not in use, they will switch off automatically after 3 minutes. To switch each earphone on again, simply press both touchpads for more than 2 seconds.

Q: How do I pair an additional device to the Nokia E3102 Plus earphones?

A: Turn Bluetooth off on the device that was previously paired with the earphones. Then simply follow the regular pairing procedure to pair your earphones with the additional device. Refer to the pairing instructions in the user manual provided.

Q: How do I control the volume?

A: To increase the volume, press the right earphone touchpad for 2 seconds. To decrease the volume, press the left earphone touchpad for 2 seconds.

Q: How do I perform a soft reset?

A: If the earphones don't function correctly, you need to perform a soft reset. This is done by inserting the earphones into the charging case, closing the lid and waiting for at least 10 seconds.

Q: How do I perform a factory reset of the Nokia E3102 Plus earphones?

A: If the earphones still don't function correctly after a soft reset is performed, it is then recommended to do a factory reset which will delete all previous settings. Please follow the following steps to reset the earphones to factory settings:

- Make sure that the contact points on the earphones and those in the charging case are clean and making contact with each other (the LED of the earphones light up when you insert them into the charging case). If necessary, clean the contact points.
- Choose "Forget device" in the Bluetooth settings of your device.
- Take both earphones out of the case, then tap both earphone touchpads 3 times at the same time. After that, you will see the white LED light on for 1 second and then turn off.
- The memorized settings will now be cleared.
- Insert the earphones back into the charging case and close the lid.
- Open the lid to restart the earphones that will be paired with each other.
- Lastly, pair your earphones with your Bluetooth device again.

Q: What should I check if I cannot hear any sound when using the earphones?

A: Ensure that the earphones are charged and connected to your Bluetooth device. Check that the Bluetooth settings of your connected device have media and call connections activated. Twist the earphones slightly into your ear for a secure fit. Increase the volume on your Bluetooth device and the earphones by long pressing the right earphone touchpad until you hear the maximum volume* single tone. *Warning: Protect your ears with a media volume limit for earphones and Bluetooth audio devices.

Q: What should I do if I can't pair the earphones with my Bluetooth device?

A: If Bluetooth pairing does not work, proceed in the following order:

- Charge the Nokia E3102 Plus earphones for at least 2 hours to ensure that they are fully charged. The white LED charging light on the charging case will always turn off to indicate that they are fully charged.



- Take the earphones out of the charging case.
- Wait until you hear the voice prompt “pairing”.
- Start the search for Bluetooth devices on your device and select “Nokia E3102 Plus”.
- If necessary, enter the default pin code “0000” on your Bluetooth device.
- If the problem persists and the Bluetooth pairing still does not work, perform a factory reset of the earphones (see “How do I perform a factory reset of the Nokia E3102 Plus earphones?” above).

Q: Why are my Nokia E3102 Plus earphones not recharging?

A: Please ensure that the charging contact points of the earphones and those inside the charging case are clean. If charging still does not start, perform a soft reset and if required, a factory reset of the earphones to fix the problem.

Q: How can I adjust the Nokia E3102 Plus earphones to a comfortable volume or make them louder?

A: There is a separate set of volume controls for Bluetooth headphones on some Android devices. Please make sure that both volume controls are set to maximum volume*. To increase the volume of the earphones, simply long press the right earphone touchpad until you hear the maximum volume* single tone as required. Then increase your device’s volume to maximum volume* as required. However, for devices like iPhone**, they feature “absolute volume control”, meaning that there is only one volume control available, so you can either use the iOS device or the headphones’ volume control. You might not be able to hear the full volume of the Nokia E3102 Plus if the earphones don’t fit your ears correctly. Twisting the earphones slightly into your ear for a more secure fit will ensure a more optimal sound quality and volume level. *Warning: Protect your ears with a media volume limit for earphones and Bluetooth audio devices.

**iPhone is a trademark of Apple Inc.

Q: How do I ensure that the audio and visuals are in sync when watching videos or gaming?

A: The audio/ video synchronization experience may vary depending on the Bluetooth device or mobile app you use. Using the latest software for your Bluetooth device or the latest mobile app version is always recommended to achieve the best possible synchronization experience.

Q: How can I ensure a comfortable and secure fit?

A: It is recommended that you try the various supplied ear tips to find the size that best suits you and delivers an optimal sound quality. The Nokia E3102 Plus packaging includes three different ear tip sizes (S, M, L). Also, try to twist the earphones slightly into your ear until you find a comfortable, secure earphone position.



Q: How do I prevent sound drop-outs?

A: Please make sure that the earphones are within the transmission range of the Bluetooth device. If you are in an environment where there might be any transmission interference, please change location.

Q: How do I ensure that my voice is picked up clearly during phone calls?

A: Twist the earphones slightly into your ear for a more comfortable, secure fit. Please also check that the microphone opening is not covered or blocked. Wind may also be a factor that could have an impact on the quality of phone calls.

Q: How can I contact the customer care department?

A: Contact information of our servicing partners can be found at the bottom of our support page: Please visit www.nokia.com/support/

Product has been manufactured and sold by RichGo Technology (Shenzhen) Co. Ltd., under a brand license from Nokia. Nokia is a registered trademark of Nokia Corporation. Nokia is not the manufacturer, importer, distributor or retailer. All the information published for these products at www.nokia.com is provided by RichGo Technology (Shenzhen) Co. Ltd. who is solely responsible for the accuracy of that information. iPhone® is a trademark of Apple Inc.